



DEPARTMENT OF THE ARMY  
HEADQUARTERS, 266TH FINANCE COMMAND  
UNIT 29007  
APO AE 09007

COMMAND POLICY MEMORANDUM 3

AEUFC

3 September 2002

MEMORANDUM FOR 266th FINCOM SOLDIERS AND CIVILIAN EMPLOYEES

SUBJECT: Open Door Policy

1. The chain of command is the mechanism by which this command does its day-to-day business. A proactive chain of command, which is aware of and able to solve the problems that surface amongst soldiers, civilians, and family members normally defines the greatness of an organization. I firmly believe in the chain of command as THE instrument for commanding, controlling, and resolving problems in this command. When the chain of command is unable to adequately address problems, I practice an "Open Door" policy to augment, not circumvent, the chain of command.
2. Soldiers, civilians, and family members may schedule an appointment to see me at any time to surface complaints, request assistance, or raise other concerns that they feel cannot be resolved through the normal chain of command. Appointments are scheduled through the Secretary (379-5100) or the Executive Officer (379-5105).
3. All subordinate commanders, directors, and FINCOM S-staff leaders will establish similar "Open Door" policies and support my policy for those who want to discuss issues above their level.
4. This policy will be posted on each unit bulletin board, at the FINCOM Headquarters, and in each directorate's area.

//original signed//  
KEVIN G. TROLLER  
COL, FC  
Commanding

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